

Supportive Services for Veteran Families (SSVF) Program

Uniform Monitoring Package (UMP) Crosswalk

Each monitoring visit assesses a grantee on required standards from the program regulations, SSVF Program Guide, applicable NOFAs, and other topics of focus for the VA. This crosswalk helps grantees to understand each question of the UMP and where to find additional information on the topic that the question addresses. The references below will lead grantees to the Program Guide (PG), Office of Management and Budget (OMB), VA Data Guide (DG), SSVF University (SSVF U), or another reference.

NOTE: The links below will work with Google Chrome or Firefox, but will not work with Internet Explorer.

UMP Question			Reference
Program Progress	A1	Are the number of participants currently being served within 10% or less of where the grantee needs to be to hit their households served goal by the end of the year? Serving beyond the goal is allowable.	Grantee Resolution Data SSVF U: Outreach
	A2	Is the drawdown rate within 10% or less of the projected point in time expenditures for the project's grant term and approved budget?	Grantee's Approved Budget PG: Grant Draw Down Process SSVF U: Fiscal Administration
	A3	Is staffing level proportionate with participants served?	Grantee's Approved Budget SSVF U: Case Management
	A4a	For grantees without a waiver, has at least 60% of temporary financial assistance (TFA) been spent on Rapid Re-Housing households?	PG: Rapid Re-Housing Assistance
	A4b	For grantees with a waiver, is grantee meeting the new requirement for TFA spending on Rapid Re-Housing households?	PG: The Rapid Re-Housing Waiver
Overall Management Systems/Structure	B1	Does the grantee have written policies and procedures that describe how screening will be conducted?	PG: Eligibility Screening and Evaluation SSVF U: Policies and Procedures SSVF U: Practice Area
	B2	Does the grantee have written policies and procedures that describe how program eligibility will be determined?	PG: Participant Eligibility SSVF U: Participant Eligibility SSVF U: Policies and Procedures
	B3	Is the grantee participating in the local community's coordinated entry process? In communities where coordinated entry does not exist does the grantee have written policies and procedures that describe how admissions will be prioritized and who is responsible for making admission decisions?	PG: Coordination with Local Continuum of Care (CoC) SSVF U: CoC and Coordinated Entry HUD: Coordinated Entry
	B4	Does the grantee have written policies that describe when a person is found ineligible for the program, they: <ul style="list-style-type: none"> • Inform the participant as to the reasons • Recommend alternative services to the Veteran • Notify the referral source as to the reasons (if applicable) • Inform the Veteran of the grievance process in the event there is a disagreement with ineligibility determination 	PG: Participant Eligibility SSVF U: Policies and Procedures

Overall Management Systems/Structure	B5	In comparing the number of Veterans registered for the Consumer Survey with the number of Veterans exited per HMIS for the same time period, did the grantee register at least 70% of exited households?	PG: Participant Satisfaction Survey SSVF U: Participant Satisfaction Survey
	B6	Does the grantee obtain input from program participants from VA Consumer Survey or other internal surveys?	PG: Participant Satisfaction Survey SSVF U: Participant Satisfaction Survey
	B7	Is the grantee working to end Veteran homelessness in conjunction with their Continuum(s) of Care (CoC)?	PG: Coordination with Local CoC SSVF U: CoC and Coordinated Entry SSVF U: Community Coordination Plan
	B8	Does the grantee have clear procedures for reporting and following-up on critical incidents including related to persons served? Critical incidents may include events involving injury, aggression or violence, suicide or attempted suicide, abuse, neglect.	PG: Participant Safety and Critical Incident Report SSVF U: Critical Incident Reporting
	B9	Does the grantee have procedures for providing and documenting supervision of personnel delivering services to participants?	SSVF U: User Guide Program Managers SSVF U: User Guide Supervisors
	B10	Does the grantee have job descriptions for all staff listed on the approved budget?	SSVF U: Job Descriptions
	B11	Does the grantee have signed conflict of interest statements for their board of directors or other governing body?	2 CFR 200.112
	B12	Does the grantee obtain written consent from SSVF participants prior to release of confidential information?	PG: Case File Requirements
	B13	Does the grantee ensure that confidential information (including paper and electronic) is secure and protected?	PG: Confidentiality
Subcontractor Management	C1	Does the grantee have written policies and procedures, or language in the subcontractor agreement, which details how the grantee will manage and monitor the work of the subcontractor?	SSVF U: Subcontractor Management 2 CFR 200.331
	C2	Does the grantee have copies of each subcontractor's policies and procedures specific to SSVF?	
	C3	Has the grantee executed written agreements with its subcontractors to carry out program activities?	
	C4	Do the written agreements contain descriptions of the type of supportive service activities that the subcontractor will perform?	
	C5	Does the grantee have a system or method for amending subcontractor agreements?	
Outreach and Targeting	D1	Does the grantee conduct outreach to all the communities/CoCs listed in their FY17 Resolution?	PG: SSVF Coordination with Local CoCs
	D2	Does the grantee have documentation showing where outreach is conducted and the frequency of activities?	PG: Outreach SSVF U: Outreach SSVF U: Practice Area
	D3	Does the grantee provide consistent outreach efforts throughout the entire service area that target the populations identified in their grant agreement?	
	D4	Does the grantee provide outreach services to find and engage hard-to-reach very low income veteran families throughout the service area?	

Outreach/ Targeting	D5	Does the grantee receive referrals through the community's coordinated entry process? In communities where coordinated entry does not exist does the grantee conduct and engage in outreach activities with private organizations, State agencies, local government agencies and other providers in the community?	PG: Outreach SSVF U: CoC and Coordinated Entry HUD: Coordinated Entry
	E1	Do front line staff have a clear understanding of the process for determining eligibility?	PG: Participant Eligibility SSVF U: Participant Eligibility SSVF U: Practice Area
Participant Eligibility	E2	When a person served is found ineligible for services, do frontline staff have knowledge of the process to: a. Inform the participant as to the reasons b. Recommend alternative services to the Veteran c. Notify the referral source as to the reasons	PG: Referral of Ineligible Veteran Families
	E3	Do front line staff refer Veteran families to other resources if determined to be ineligible for SSVF services?	PG: Referral of Ineligible Veteran Families
	E4	Does the grantee serve Veterans with zero income?	PG: Extremely Low Income NAEH: Rapid Re-Housing Standards SSVF U: Core Concepts SSVF U: Supportive Services Case Management
	E5	Are more than 30% of the grantee's referrals coming from HUD-VASH or GPD?	VA Strategic Focus
	E6	Are Veterans required to participate in supportive services prior to obtaining housing assistance?	PG: Housing First SSVF U: Core Concepts SSVF U: Supportive Services
	E7	Do the client files include evidence of Veteran status?	PG: Verifying Veteran Status SSVF U: Participant Eligibility
	E8	Do the files reviewed adequately document the participants' housing status as either literally homeless or at-risk of literal homelessness at program entry? Do prevention files contain an eligibility screener?	PG: Determining Housing Status Eligibility PG: Documentation Standards SSVF U: Participant Eligibility
	E9	Do the files reviewed adequately document each participant is a Veteran family whose annual income is at or below 50% of the area median income?	PG: Determining Income Eligibility PG: Documentation Standards SSVF U: Participant Eligibility
	E10	Do the files reviewed adequately document recertification of eligibility for each participant at least every 3 months?	PG: Recertification of Eligibility
	E11	Do the files reviewed adequately document the exit criteria for each client?	PG: Releasing Participants from the Program
Supportive Services and Case Management	F1	The Grantee is providing all agreed upon supportive services to participants based on an individualized housing-focused assessment.	PG: Needs Assessment SSVF U: Supportive Services SSVF U: Practice Area
	F2	Is there a housing stability plan that is developed with the active involvement participants served that identifies: overall goals, specific measurable objectives, methods/techniques to be used to achieve the objectives, those responsible for implementation	PG: Housing Stability Planning PG: SSVF Housing Stability Plan Template SSVF U: Assessment and Housing Plan
	F3	Do the files reviewed adequately document that participants were linked to VA services for which the participant may be eligible?	PG: Assistance in Obtaining VA Benefits SSVF U: Connection to VA Resources

Supportive Services and Case Management	F4	Do the files reviewed adequately document that participants were provided with assistance in obtaining and coordinating the provision of mainstream benefits?	PG: Assistance in Obtaining and Coordinating Other Public Benefits SSVF U: Connection to Mainstream Resources
	F5	Do the case files demonstrate that the grantee is providing housing counseling to participants related to the stabilization of a participant's residence in permanent housing?	PG: Connections to Affordable Housing via Housing Counseling SSVF U: Practice Area
	F6	Does the grantee conduct ongoing assessments of the participants' supportive services needs and review the coordinated housing stability plan with respect to expected outcomes?	PG: Case Management Services SSVF U: Assessment and Housing Plan
	F7	Based on the needs of persons transitioning to other housing, does the grantee have processes in place to assist them in securing housing that is safe, affordable, accessible (transportation), and acceptable (large enough for household, near employment, medical care, school, etc.)?	PG: Connections to Affordable Housing via Housing Counseling SSVF U: Supportive Services Case Management
	F8	Do the files reviewed adequately document that the grantee assesses for rent affordability for Veterans receiving financial assistance and either staying in or moving into a new housing unit?	PG: Restrictions on Rental Assistance PG: Rent Reasonableness Checklist
	F9	If grant funds have been used for temporary assistance payments, is there documentation to demonstrate that such payments were necessary for maintaining independent living in permanent housing and housing stability?	PG: Eligible TFA SSVF U: Enhanced Services TFA
	F10	Do the files demonstrate that the grantee is assisting clients with their housing search?	PG: Connections to Affordable Housing via Housing Counseling
	F11	Do the files reviewed adequately document that grantees conduct a habitability inspection on units for veterans receiving financial assistance AND moving into a new housing unit?	PG: Habitability Standards PG: Housing Habitability Standards Checklist
Financial Management and Cost Allowability	G1	Does the grantee have written procedures for recording financial transactions, and a current accounting manual and a chart of accounts?	PG: Documentation Required SSVF U: Policies and Procedures 2 CFR Part 200, Subpart E (OMB A-110)
	G2	Do the files reviewed adequately document that grantees ensure that all temporary financial assistance payments are provided to third parties?	PG: Restrictions on Payments SSVF U: SSVF Monitoring Requirements: Audit Guidelines, Fraud, Prevention Webinar
	G3	Does the grantee maintain a policy manual covering the authority for approving financial transactions?	PG: Documentation Required 2 CFR Part 200, Subpart E (OMB A-110)
	G4	Is there evidence that the staff duties are separated so that no one individual has complete authority over an entire financial transaction?	PG: Documentation Required 2 CFR Part 200, Subpart E (OMB A-110)
	G5	Does the grantee have written procedures regarding the maintenance of accounting records?	PG: Documentation Required 2 CFR Part 200, Subpart E (OMB A-110)
	G6	Are the grantee's fiscal records and valuables secured in a limited access area?	PG: Confidentiality 2 CFR Part 200, Subpart E (OMB A-110)
	G7	Does the grantee identify, track and account for all costs (including administrative costs) charged to the SSVF grant?	PG: Eligible Expenses PG: Administrative Costs SSVF U: Fiscal Administration 2 CFR Part 200, Subpart E (OMB A-110)

Financial Management and Cost Allowability	G8	Are charges to SSVF for salaries and wages based on payroll documentation and approved by a responsible official of the organization being monitored?	2 CFR Part 230 (OMB A-122)
	G9	Are charges to SSVF for salaries and wages of Services staff supported by timesheets that account for actual hours of worked performed on projects? Do Administrative staff account for actual hours worked, or have an allocation plan showing staff charged to different programs, along with record of activity showing work performed for SSVF?	2 CFR Part 230 (OMB A-122) PG: Timecard-Employee Hours
	G10	If salaries are being paid from more than one source, do payroll and fiscal records clearly match the timesheets and charge each program based on actual hours worked on SSVF versus other programs?	2 CFR Part 230 (OMB A-122)
	G11	Does the grantee have backup documentation and invoices to support the amount of funds drawn down from HHS PMS for the time period monitor is reviewing?	PG: Eligible Expenses SSVF U: Fiscal Administration
	G12	Is there evidence that ineligible expenses have been paid with SSVF funds?	PG: Ineligible Activities SSVF U: Fiscal Administration
Vehicle Usage	H1	Grantee has leased a vehicle with SSVF grant funds or transports Veterans as a part of SSVF program?	PG: Connections to Transportation Program's SSVF Grant Agreement
	H2	Vehicle(s) is/are operational and being used as outlined in the grant agreement.	Program's SSVF Grant Agreement
	H3	When transportation is provided for participants there is evidence of valid license for all drivers, insurance covering passengers, safety equipment, training of drivers regarding agency transportation procedures, cell phone availability.	PG: Connections to Transportation SSVF U: Policies and Procedures
Data Management and Quality Assurance	I1	Does the grantee maintain a Comprehensive Data Quality Plan to ensure completeness, timeliness, and accuracy of HMIS data?	DG: Data Quality Management SSVF U: HMIS
	I2	Does the Data Quality Plan specifically detail staff responsibility including: timelines for data entry and HMIS Repository uploads, and ongoing quality assurance procedures?	DG: Data Quality Management SSVF U: HMIS
	I3	Does the grantee successfully upload all client information to the SSVF HMIS Repository on a monthly basis?	PG: Reporting Process SSVF U: HMIS
	I4	Does the grantee enter directly, or export data, to all HMIS databases for every CoC that they serve?	DG: HMIS Participation Planning
	I5	Is client file data accurately entered into the grantee's HMIS system?	DG: Accuracy SSVF U: HMIS
	I6	Is TFA information captured in the HMIS data? Do HMIS TFA amounts reconcile with client file documentation and/or HHS drawdowns?	DG: SSVF TFA SSVF U: HMIS